

## 41113 Manage lost and found property at an airport

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	2
<b>Whāinga   Purpose</b>	People credited with this skill standard are able to manage lost and found property at an airport, ensuring a focus on safety, compliance, coordination, and communication.

### Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Manage lost and found property at an airport.	<p>a. Respond to an enquiry about lost property at an airport.</p> <p>b. Process property found at an airport.</p>

### Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

#### *Assessment specifications:*

Assessments must be conducted in an active or simulated airport environment to ensure practical application to reflect the standards of an aviation workplace.

Evidence presented for assessment against this skill standard must be in accordance with enterprise procedures.

#### *Definitions:*

*Aerodrome* means any defined area of land or water intended or designed to be used either wholly or partly for the landing, departure, and surface movement of aircraft; and includes any building, installations, and equipment on or adjacent to any such area used in connection with the aerodrome or its administration.

*Airport* refers to aerodrome as per Civil Aviation Rules.

Reference to *enterprise procedures* means that all activities must comply with the requirements contained in the current airport exposition, current airport company manuals and procedures, and any relevant legislative and/or regulatory requirements, which may include but are not limited to: Civil Aviation Act 2023, relevant Civil Aviation Rules, New Zealand Defence Force (NZDF) Policy.

### **Ngā momo whiwhinga | Grades available**

Achieved

### **Ihirangi waitohu | Indicative content**

Airport procedures

- Overview of airport operations and the role of lost and found services.
- Introduction to enterprise procedures and documentation standards.

### Recording and managing found property

- How to accurately record finder's details.
- Techniques for describing and documenting property.
- Logging actions to locate the owner.
- Procedures for verifying entitlement before returning property.

### Responding to lost property enquiries

- Steps to trace property based on enquirer information.
- Effective communication with enquiries.
- Logging enquirer and property descriptions.

### Engaging with Government agencies

- When and how to involve agencies, such as New Zealand Police, New Zealand Customs Service, Aviation Security Service.
- Roles and responsibilities of each agency.

### Customer service and ethics

- Handling sensitive or high-value property.
- Dealing with distressed or frustrated enquirers.
- Ethical considerations in property management.
- Privacy and data protection considerations.

### Rauemi | Resources

[Civil Aviation Rule Part 139 Aerodromes – Certification, Operation and Use](#)

Enterprise procedures.

### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Ringa Hora Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Service Sector > Aviation > Airport Operations
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b> CMR	0112

Hātepe   Process	Putanga   Version	Rā whakaputa   Review Date	Rā whakamutunga mō te aromatawai   Last date for assessment
Rēhitatanga   Registration	1	18 December 2025	N/A
Kōrero whakakapinga   Replacement information	This skill standard replaced unit standards 25205 and 25206.		
Rā arotake   Planned review date	31 December 2030		

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.